uNEWS

Universal Orlando Resort™ Team Member Newsletter

INSIDE THIS ISSUE

New Halloween Horror Nights™ Details Released

The Universal Way - **Are You Ready?**

Healthy Week is June 11 - 15

Happy Birthday Volcano Bay!

JURASSIC PARK™
25TH ANNIVERSARY

2018 marks the 25th anniversary of the first *Jurassic Park* film as well as the premiere of the second film in the franchise, *Jurassic World: Fallen Kingdom* (June 2018). Universal Parks and Resorts has partnered with Universal Pictures to feature unique opportunities for park guests to celebrate this commemorative year.

Now we're bringing the celebration to Team Members with a dino-mite lineup of events and a chance to win some prehistoric gear - check out page 3 for more!

UNIVERSAL ORLANDO RESORT™

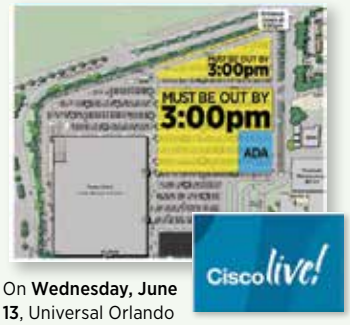
PRODUCED BY TEAM MEMBER COMMUNICATIONS

UNIVERSAL STUDIOS FLORIDA™ • UNIVERSAL'S ISLANDS OF ADVENTURE™ • UNIVERSAL'S VOLCANO BAY™ • UNIVERSAL CITYWALK™

What's New

PARKING UPDATE

Team Member Parking for Special Event



On **Wednesday, June 13**, Universal Orlando welcomes Cisco Systems for a special, two-park event. During this event, use of some of the open-air sections of the main Team Member parking lot will be required to accommodate arriving buses.

Parking and Security will be actively directing Team Members to specific spots, Team Members will not be able to select their own parking space. Please review the below guidelines for that day:

- Team Members who will leave work before 3:00pm or 6:00pm on event days will be directed to park in specific areas of the open-air sections of the parking lot. Vehicles **WILL be towed** if they remain in these spaces past the 3:00pm or 6:00pm cutoff times.
- Team Member pick-up and drop-off will move to the front B-110 starting at 3:00pm.
- Team Members who will leave work after 6:00pm will be directed to the TeamPark garage.
- Parking for motorcycles, TeamCare, BRAVO winners, and most accessible parking spots will not be impacted and will remain open all day long.
- During event departures, Team Members who need to access Team Park will need to exit via the B-110 lobby and use the bridge to enter the garage. This typically occurs starting at 11:30pm and is necessary to keep Team Members safely separated from bus traffic.
- Team Members should allow an additional 30 minutes whether coming into or leaving work as new traffic patterns and exiting buses can cause delays.
- After 3pm, only the Turkey Lake entrance will be open for Team Members to enter.

Are You Working on June 13? Be Prepared to Answer Guest Questions!

Be sure to pick up a special Cisco Systems event ***Team Member Reference Guide.*** This special edition will provide important event details and a full listing of what will be available to attending guests.

Experience More Haunted Houses Than Ever at Halloween Horror Nights™ 2018

Universal Orlando Resort is making this year's Halloween Horror Nights the most intense ever by adding a 10th haunted house to the event. This is the first time in the event's 28-year history that 10 haunted houses will be featured – giving guests more scares than ever before.

For 34 select nights from September 14 – November 3, horrors of the '80s will invade this year's Halloween Horror Nights. Cinematic greats, slasher films, cult classics, and original nightmares inspired by the past will come to life as guests face 10 disturbingly-real haunted houses based on the most terrifying names in pop culture.

Universal also revealed some of the scare zones guests will encounter at Halloween Horror Nights 2018. As they venture through the park, they'll be stalked by ravenous punk, material girl and metal head vampires in **Vamp 85: New Year's Eve**, come face-to-face with beings of rotted pumpkins and fetid vines who are seeking out human sacrifices in **Twisted Tradition**, fall victim to foul and decrepit creatures in **The Harvest**, and more. Plus, **Academy of Villains** will return with an all-new high energy performance.

Stay tuned to the **Official Universal Orlando Blog** and visit **uKNOW** from any on-property computer for details on the event and upcoming announcements!

Taniwha Tubes is now Tonga & Raki™

As part of our ongoing effort to find ways to enhance the guest experience at Universal's Volcano Bay, we've renamed the Taniwha Tubes attraction to Taniwha Tubes – Tonga & Raki™. This will help us better communicate the distinct ride experiences this attraction has to offer: **Taniwha Tubes™ – Tonga represents the two green slides, Taniwha Tubes™ – Raki represents the two blue slides.**

For additional details, visit **uKNOW** from any on-property computer.

Introducing The Universal Orangesicle at Voodoo Doughnut!

To celebrate National Doughnut Day on June 1, Voodoo Doughnut at Universal CityWalk unveiled an all-new product inspired by an iconic summertime ice cream favorite. **The Universal Orangesicle** – which you can only get at Universal Orlando Resort – is covered in citrus frosting, topped with chocolate pearls and filled with Bavarian cream… and it's even on a popsicle stick! When creating the Universal Orangesicle, our culinary team worked closely with the founders of Voodoo Doughnut, Kenneth "Cat Daddy" Pogson and Tres Shannon. Incorporating the offbeat and fun vibe of the Voodoo Doughnut brand in the new doughnut was the number one goal, followed by making sure it was delicious and eye catching.

Each Voodoo Doughnut location has an exclusive doughnut that represents the city the venue is located in. To keep with the tradition, our culinary team took inspiration from the state of Florida, known for its orange groves and sunshine. This delicious new treat is now available at Voodoo Doughnut everyday, so stop by and check out this exciting new addition to the delightfully weird and sinfully delicious menu!

A Fossil Fueled Celebration!

It's the 25th Anniversary of *Jurassic Park*

Movie Screening - *Jurassic Park* (1993)

AMC Cineplex CityWalk / Thursday, June 14 / 7:00pm

UOTMS is kicking off this colossal celebration with a Team Member exclusive screening of the movie that started it all - the original *Jurassic Park!* The event will include food, giveaways, entertainment, and more! This is a ticketed (but free) event for Team Members only, so be sure to **reserve your spot on UOTeam.com beginning Monday, June 11 at noon.** DIDN'T GET A TICKET? ***A standby line will be available at this screening.***

Movie Screening - *Jurassic World: Fallen Kingdom*

AMC Cineplex CityWalk / Wednesday, June 20 / 6:30pm and 9:30pm

Next up on the itinerary is a Team Member-exclusive preview of the newest addition to the franchise: *Jurassic World - Fallen Kingdom!* This is also a free ticketed event for Team Members, plus you can bring a guest! Be sure to **reserve your spot on UOTeam.com beginning Monday, June 18 at noon.**
DIDN'T GET A TICKET? ***A standby line will be available at this screening.***

Your Park After Dark: Jurassic Park™

Jurassic Park area in Islands of Adventure / Wednesday, June 27 / 11:00pm- 12:30am

The festivities conclude with a fun-filled night in Jurassic Park at Islands of Adventure. You're invited to experience some of the best rides and entertainment in the land, as well enjoy food, games, and even a live DJ!

Visit UOTeam.com/perksandplay for More Details!

Show Us Your Favorite Spot at Jurassic Park™ in Universal's Islands of Adventure... Enter to Win a Prehistoric Prize Pack!

It's Jurassic Park's 25th anniversary and we think it's pretty awesome that you can relive the film in our own "backyard."

That's why we're inviting Team Members to show us their favorite spot at Jurassic Park™ in Islands of Adventure! To enter, visit **UOTeam.com** and select the announcement on the home page. Then, upload a photo of you hanging out in your favorite Jurassic Park™ spot (guidelines apply, see **UOTeam.com** for official rules). Five (5) Team Members will be selected at random to win a prize pack featuring Jurassic Park 25th anniversary and Jurassic World merchandise, but don't delay - entries must be received by **Monday, June 25 at 11:59pm!**

Evolution of the Guest Experience

We launched *The Universal Way* in 2010 and ever since, it's been a part of our culture. Delivering the best guest service in the industry is our standard and as our resort continues to grow and evolve, so do we. That's why we are introducing refined service expectations - all under the banner of "be unforgettable." These simple, actionable expectations will help Team Members across our resort take our Guest experience to the next level:

be ready.
area
appearance
attitude

be present!
interaction
information

be a hero.
take action
have h.e.a.r.t.

In addition, we are re-establishing area teams within the operation to promote shared accountability and incorporating new Training & Development, such as ***"The Universal Way* School of Guestology"**, new Orientation experiences, and much more.

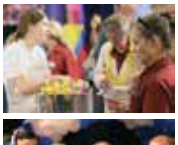
On June 4 and 5, thousands of Team Members attended a special event to learn more about the role they play in elevating the Guest experience at UO, check out some of the fun:

The Universal Way UNFORGETTABLE SUMMER *Service Challenge*

Put *The Universal Way* Into Action with the "Unforgettable Summer Service Showdown!"

The Universal Way Unforgettable Summer Service Challenge is back with big prizes all summer long! Team Members will have a chance to win individual prizes for the service they deliver. Plus, teams will compete each week beginning June 18 through the entire summer to see which areas can score the most points for using the new *Universal Way* service expectations.

In the spirit of shared accountability that ***The Universal Way*** reinforces, leaders will also be invested in the game, being scored on their visibility and availability on stage to lend assistance and help to guests and Team Members during peak times. At the end of the "Unforgettable Summer Service Challenge" **the winning areas will enjoy an exclusive VIP party at Universal's Volcano Bay!** Are you ready to get started? Your leaders will be sharing details soon and stay tuned to *UO News* and digital screens across property for updates!



For Your Benefit

COMCAST NBCUNIVERSAL

Don't Miss Healthy Week: June 11 - 15

In partnership with NBCUniversal, Universal Orlando is celebrating our commitment to our Team Members' health and wellness with Healthy Week, beginning Monday, June 11. All week long, Team Members are invited to health-centered events with a theme and focus each day.

What's Up with Your Well Being?

Skin Screening and Hydration Information Table

Wardrobe Hallway • Monday, June 11 • 7:00am - 3:00pm

What's Up with Your Numbers?

Blood Pressure Screenings / Wardrobe Hallway

Tuesday, June 12 • 7:00am - 3:00pm

Thursday, June 14 • 1:00pm - 8:00pm

What's Up with Your Savings?

Walgreens Information Table / Wardrobe Hallway

Wednesday, June 13 • 7:00am - 3:00pm

What's Up with Your Nutrition?

Dietician Information Table / Wardrobe Hallway

Friday, June 15 • 7:00am - 3:00pm

A Scene Around: Financial Fitness Day 2018

On May 31, the Payroll department, in conjunction with Team Member Services, hosted **Financial Fitness Day 2018**. Team Members who attended had the opportunity to meet with numerous vendors including *FAIRWINDS* Credit Union, the IRS, Osceola County Human Services, Wells Fargo, among many others.

Additionally, Team Members were able to enjoy coupons, prizes, giveaways, and even got to try their luck at the cash grab booth! One of the most exciting components of this year's event was a prize drawing to win complimentary tickets to Universal's Volcano Bay with no blockout dates – Congratulations to our lucky winner **Thomas Himmelberg** from Mechanical Engineering!

Thank you to all who attended, and check out **UOTeam.com/perksandplay** for upcoming Team Member events.

WELL INFORMED

Visit the Walgreens Pharmacy at TeamCare

As a reminder, ALL Team Members are eligible to use the services of the Walgreens Pharmacy located at TeamCare! You don't have to be covered by a Universal Orlando Medical Plan to take advantage of the convenience of this pharmacy.

Walgreens
AT THE CORNER OF HAPPY & HEALTHY

Whether you have a prescription that you need to fill periodically or an ongoing maintenance medication, take advantage of dropping off and picking up your prescription right here at work!

In addition, the **Walgreens Pharmacy located at TeamCare offers a 15% to 25% discount on all over-the-counter medications.** If you wish to transfer prescriptions for yourself and/or family members, stop by or call Walgreens Pharmacy located at TeamCare and the staff will assist you with this process.

HOURS

Monday thru Friday

Pharmacy: 6:00am to 6:00pm

Phone: (407) 224-CARE (2273)

Have You Named a Beneficiary to Your Life Insurance Policy?

Did you know that ALL Universal Orlando-paid Team Members have a company-paid life insurance policy? Universal Orlando is proud to provide the following policies to our Team Members:

- Casual/Seasonal/Temporary Team Members - $5,000 of life insurance
- Regular Team Members - 1x annual salary of life insurance

IMPORTANT: *Please make sure to name a beneficiary to your life insurance policy. Simply log into the Self-Service Center from UOTeam.com and select the 'Life Insurance Summary' link under 'My Benefits' to view your life insurance coverage and instructions on how to name or update your beneficiary information.*

Around Our Universe

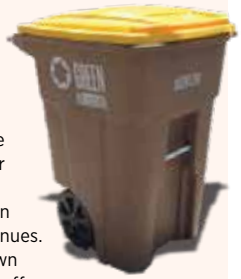
GET SORTED

Applications for School Supply Assistance Available June 18

You and/or your dependents may be eligible to receive school supplies (grades 12 or below). To be eligible, Team Members must have an active employment status for 90 day before applying, be either Regular or Casual in status (company approved leaves of absence may still be eligible), and meet additional criteria outlined in the application.

Applications will be available at Team Members Services and UOTeam.com starting Monday, June 18 and must be turned into Team Member Services by Monday, July 16. Every effort will be made to fill requests in their entirety, but the program is strictly dependent upon volunteer participation so no guarantees can be made.

Park Services Introduces All-New Organic Food Waste Bin



Park Services is introducing a new, separate receptacle for all Organic Food Waste in applicable venues. The new brown bins not only offer a distinct color separation, but they are also slightly smaller, making it easier to move around in a location. The prior bins could only be filled 3/4 of the way, while the new bins can be filled all the way to the top (with the exception of liquid waste).

Be on the lookout for this enhancement to our ever-growing Organic Food Waste recycling program!

Honor the Memory of the Pulse Tragedy with Special Volunteer Opportunities

Together with Orlando Mayor Buddy Dyer and the City of Orlando - Government, the Orange County, Florida Government Board of County Commissioners have signed a proclamation recognizing June 12, 2018 as **"Orlando United Day."** June 12 will be dedicated to honoring the memory of the 49 innocent Pulse victims, including members of our own NBCUniversal family, supporting survivors, and recognizing the compassion and love that was displayed by the Central Florida community following the tragedy. At this time, we continue to acknowledge the impact of Pulse on our teams, Team Members, community, and the connections we share across our Universal United family. Join the Out and Unidos teams in reviewing opportunities for ways to get involved that are meaningful to you and individuals across our Central Florida community:

Join Out to Support the Interim Memorial at the Site of the Pulse Nightclub

Various Shifts Available Through July 31

A temporary memorial is open at the site of the Pulse Nightclub in downtown Orlando. As plans for the permanent memorial and/or museum are in development, the addition of new lighting fixtures, fencing and interactive wall exhibits on the current site of the old nightclub will help accommodate those who continue to visit the site. Volunteers are needed to support the interim memorial through July 31 by serving as docents and providing visitors with the history of the club, current and future states of the OnePulse Foundation, and facilitating donations for the nonprofit.

HOW TO SIGN UP

Visit **UOTeam.com/diversity** and select the 'Event Sign Up' link and scroll to select the 'Out: OnePulse Volunteer Opportunity.' Follow the instructions to select a volunteer shift.

On-Property OneBlood Drive

Tuesday, June 12 / 7:00am-11:00pm
Near Gate 2

On Tuesday, June 12 there will be a special blood drive in memory of the Pulse tragedy. Blood donations were an essential part of helping survivors that came to the Orlando Regional Medical Center that day. OneBlood collected 28,500 units in the week after the Pulse attack and 33% of donors were first time donors. It's important to continue those donations for those that need it every day in Central Florida.

Diversity Inclusion UNIVERSAL ORLANDO RESORT UPCOMING EVENTS

UOVN – *Army Birthday Celebration*

Thursday, June 14 / 8:30am - 9:00am / Flag Raising: B110 Entrance
Noon - 1:00pm / Cake Cutting: Backlot Bistro

UO's Veterans Network is celebrating the U.S. Army's birthday and invites you to join them in honoring this branch of the U.S. Military with a special flag raising ceremony and cake cutting!

AAN – *Beyond Bravery with Dr. LaVon Bracy*

Tuesday, June 19 / Noon - 1:00pm / CityWalk's Rising Star

Let's learn about how the past shaped the stories of the present and continues to create calls to action for the future. Join us in honor of Juneteenth with guest speaker Dr. LaVon Bracy, the author of "Beyond Bravery," as she shares her story of being a pioneer in courageously integrating a Florida High School in the deep South in 1965, at the seminal time in our nation and communities during the Civil Rights movement.

MyAbilities – *Etiquette Series: Autism*

Friday, June 22 / Noon - 1:00pm / Pat O'Brien's (Briar Suite)

Back by popular demand! Join us for the return of Donna Lorman, President of the Autism Society of Greater Orlando, and Drew Lorman, as we learn the necessary skills, tips, and practical examples of identifying and interacting with individuals with Autism. The series will continue to focus on the guest, applicant, and Team Member experience when serving and working with people with many backgrounds and varying abilities.

Visit **UOTeam.com/diversity** and click **"Event Sign Up"** to register for these events

Sign Language Service available upon request via registration system. Please note ASL Interpreters are subject to availability.

Team Members Only

Mobile-Friendly Team Member Discounts Site NOW LIVE on UOTeam.com!

Formerly known as "Savings Spotlight," the newly updated "Team Member Discounts" provides Team Members a one-stop shop for access to a wide variety of exclusive Team Member discounts at a variety of local businesses.

In addition to being rebranded, you'll also notice an updated design and simplified, mobile-friendly navigation as you browse awesome local deals. The new version is accessible on **UOTeam.com** by selecting the "Team Member Discounts" button or by visiting UOTeam.com/discounts.

Just like the Savings Spotlight, Team Member Discounts includes special offers on everything from restaurants, to gym memberships, to car insurance, just for being a Universal Orlando Team Member. Check it out today!

UO Team Member Golf Tournament Was On Par

This year's Team Member Golf Tournament was a hole-in-one! We are proud to announce our 2018 winners (pictured left to right): Jeff Weeks, David Turner, and Ryan Hedayat (John Smith - not pictured)

Thank you to everyone who participated, and we hope to see you all next year!

UO Sports League Champions Crowned!

SOCCER LEAGUE

Congratulations to Hot Mess Express for winning the Spring 2018 Universal Orlando Soccer League Championship led by captains **Kayla Murray** and **Aimee Wiese**, as well as our runner-up team, **Wolf Pack** led by captains Alex Nero and Rodney Brown.

SOFTBALL LEAGUE

Congratulations to Attractionators for winning the Spring 2018 Universal Orlando Softball League Championship led by captains **Ryan Hughes** and **Brian Singh**, as well as our runner-up team, **A-Team** led by captains **Brian Singh** and **Dustin Grzegorzewski**.

Team Member Services thanks all the teams who participated in the leagues - hope to see you next year!

Congratulations, Teams!

Visit **UOTeam.com/sportsleagues** for more information on how to sign up.

QUICK CUTS

Share Your Celebrations

- Congratulations to Teresa Velez from Universal Creative and Ricardo Polo Figueroa- the couple wed on May 18.
- Congratulations to Carla Soldano from Attractions Operations and James Alleyne from Park Services on the birth of their child, Lázaro Jordan Alleyne, on May 19.
- Congratulations to Anthony Keys from Technical Services and Juana Keys - the couple celebrates their 17th wedding anniversary on June 23.
- Congratulations to LaQuita Davidson from Marketing & Sales and Randy Davidson - the couple celebrates their 40th wedding anniversary on June 30.
- Congratulations to Nicole Bruno from Entrance Operations and Eric Farnstrom on their recent engagement.
- Congratulations to Tahlia Martinez from Food & Beverage and Melvin Caban on their recent engagement.

Are you celebrating a recent wedding anniversary, engagement, marriage, birth or adoption? Tell us about it and we'll feature it in an upcoming issue of *UO News*! Simply visit UOTeam.com/celebrations and fill out the easy-to-use form with your information.

Hurricane Season is Underway - Be Ready!

Hurricane season begins his month, and as we all know, hurricanes can hit fast and hard in Central Florida. Now is the time to prepare for hurricanes and other natural emergencies!

There are many steps to being prepared for hurricane season. Some, such as examining your insurance policy or trimming the trees around your home, are things that Team Members must address on their own. However, Universal Orlando can help in many other ways.

The first step should be to visit UOTeam.com, where you can download a 2018 Team Member Hurricane Guide which features tips and services Team Members can use before and after a hurricane. In addition, you can pick up an Emergency Information Hotline magnet so that you now how to stay informed during a storm! Magnets are available in Team Member Services in B-111.

When bad weather hits, call the UO Team Member Emergency Information Hotline at 407-22-HOTLINE or toll-free at 855-879-7113. The Hotline will include the latest information regarding operating hours and shift schedules.

HAPPY BIRTHDAY VOLCANO BAY!

UNIVERSAL'S VOLCANO BAY WATER THEME PARK

On May 25, Team Members came together to celebrate the 1-year anniversary of Universal's Volcano Bay! Hosted by Team Member Services, the event consisted of fun activities, free giveaways, and of course, cake! **Tom Williams** and **Bill Davis** made an appearance, as well as VP of Operational Resort Development, **Jeff Polk**, sharing the successes of the water theme park over the past year, and concluding the event by cutting the cake and sharing it with the team.

We thank all of our Team Members that have made Volcano Bay what it is today, and we look forward to another year of fun, growth, and unforgettable guest experiences!

uonews

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Note: Dates, times, pricing, locations, and other details are subject to change. Please visit UOTeam.com for updates to the online version.

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GREEN IS UNIVERSAL

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